



COVID-19 Emergency Operations Center

SOP No: MS-136
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Standard Operating Procedure Resolving Maintenance Issues in Occupied Rooms

Subject: Resolving Maintenance Issues in Occupied Rooms Process at Medical Sheltering Sites

1) Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance on the immediate response when there is a maintenance issue in an occupied room with a COVID-19 Positive patient. Ultimately, the goal of the Quarantine and Isolation site is to keep clients contained in their assigned room until they are medically cleared to return to the community.

2) Procedure

1. Client will alert staff member of maintenance issue
2. Staff member will notify site management of maintenance issue
3. Site management will alert Charge Nurse of issue
4. Charge Nurse will delegate COVID-19 tech to assess Maintenance issue
5. COVID-19 Tech will attempt to resolve Maintenance Issue
6. If maintenance issue is not resolved, COVID-19 tech will alert Charge Nurse and site management
7. Charge Nurse, site management, Department of Mental Health and case management will work together to identify an occupiable room
8. COVID-19 tech will assist moving patient to an occupiable room